

**Paper reference 20161K  
Pearson BTEC Level 3  
Nationals Extended Diploma**

**Information Technology  
UNIT 14: It Service Delivery  
(Part B)**

**Window for supervised period:  
Monday 24 April 2023 – Monday 15 May 2023  
Supervised hours: 8 hours**

**Information Booklet**

**THIS BOOKLET SHOULD NOT  
BE RETURNED TO PEARSON**

**Y70543A**

**SET TASK BRIEF**

**Frisson Park is an amusement park near Norwich. The amusement park offers a variety of rides, such as roller coasters and carousels, attractions for younger children, on – site restaurants and cafes.**

**There are 25 full – time permanent members of staff as well as a number of part – time seasonal staff.**

**There is a full – time general manager, an assistant manager and an office manager.**

**Visitors to the amusement park can buy tickets:**

- **online in advance**
- **at the main entrance.**

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**SET TASK BRIEF continued**

**These tickets allow unlimited rides for the day.**

**Another option is to buy a visitor pass and then pay for each ride.**

**There is a supervisor at the entrance to the amusement park who manages a team of park entrance assistants. The park entrance assistants check the tickets visitors have bought and they also sell tickets to visitors who need to buy them.**

**The office manager manages an administration team.**

**The administration team is responsible for the general administration of the amusement park.**

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**SET TASK BRIEF continued**

**The assistant manager, who is also the health and safety officer, manages a team of maintenance staff who maintain all the rides and do all the general maintenance.**

**The amusement park has a website that provides information about its facilities and also allows people to buy advance tickets online.**

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**SET TASK BRIEF continued**

**The computing facilities in the amusement park consist of:**

- **a fileserver**
- **a PC used by the office manager**
- **six PCs available to the administration team**
- **a PC for the general manager**
- **a laptop for the assistant manager**
- **a laptop for the park entrance supervisor**
- **EPOS terminals for the park entrance assistants.**

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**SET TASK BRIEF continued**

**Many of the rides have their own computer control systems. These carry out actions such as monitoring sensors, controlling the ride when it is running and controlling the cameras that take photos of the people on the rides.**

**A stock control system is used to keep records of spare parts for rides and attractions in the amusement park.**

**Most of the IT equipment has been in place for several years and is due to be upgraded or replaced, as necessary.**

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**SET TASK BRIEF continued****TABLE**

<b>FRISSON PARK AMUSEMENT PARK</b>	
<b>Location</b>	<b>Norwich</b>
<b>Number of on – site staff – 25 full – time plus part – time seasonal staff</b>	<ul style="list-style-type: none"> <li>● <b>General Manager (1)</b></li> <li>● <b>Assistant Manager (1)</b></li> <li>● <b>Office Manager (1)</b></li> <li>● <b>Administration Assistants (6)</b></li> <li>● <b>Park Entrance Supervisor (1)</b></li> <li>● <b>Park Entrance Assistants (1 plus 5 part – time)</b></li> </ul>

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**SET TASK BRIEF continued****TABLE**

<b>Number of staff continued</b>	<ul style="list-style-type: none"><li>● <b>Maintenance Personnel (2)</b></li><li>● <b>Ride Operators (10 plus 30 part–time)</b></li><li>● <b>Catering Staff (1 plus 18 part–time)</b></li><li>● <b>Caretaking Staff (1 plus 15 part–time)</b></li></ul>
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**SET TASK BRIEF continued****TABLE**

<b>Staff information</b>	<b>GENERAL MANAGER</b> <ul style="list-style-type: none"><li>● <b>Monitors activities in the amusement park</b></li><li>● <b>Makes sure that the amusement park is safe and secure</b></li><li>● <b>Responsible for marketing and publicity</b></li><li>● <b>Monitors staffing requirements.</b></li></ul>
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**SET TASK BRIEF continued****TABLE**

<b>Staff information continued</b>	<b>ASSISTANT MANAGER</b> <ul style="list-style-type: none"><li>● Responsible for health and safety</li><li>● Responsible for staff induction</li><li>● Monitors activities of the amusement park</li><li>● Finds out about new rides and attractions</li><li>● Supervises the maintenance staff.</li></ul>
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# SET TASK BRIEF continued

## TABLE

<b>Staff information continued</b>	<p><b>OFFICE MANAGER</b></p> <ul style="list-style-type: none"> <li>• Hires staff</li> <li>• Organises staff rotas</li> <li>• Manages the payroll</li> <li>• Supervises the website content.</li> </ul> <p><b>ADMINISTRATION ASSISTANTS</b></p> <ul style="list-style-type: none"> <li>• Process payments</li> <li>• General office administration.</li> </ul> <p><b>PARK ENTRANCE SUPERVISOR</b></p> <ul style="list-style-type: none"> <li>• Manages the park entrance assistants</li> <li>• Supervises the queues at the entrance.</li> </ul>
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**SET TASK BRIEF continued****TABLE**

<b>Staff information continued</b>	<b>PARK ENTRANCE ASSISTANTS</b> <ul style="list-style-type: none"><li>● Sell tickets</li><li>● Check tickets.</li></ul> <b>MAINTENANCE STAFF</b> <ul style="list-style-type: none"><li>● Complete maintenance tasks needed</li><li>● Keep stock control system for parts up to date</li><li>● Order parts needed for rides and attractions</li><li>● Complete health and safety checks.</li></ul>
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**SET TASK BRIEF continued****TABLE**

<b>Staff information continued</b>	<b>RIDE OPERATORS</b> <ul style="list-style-type: none"><li>● Manage the rides and attractions</li><li>● Supervise the people on the rides.</li></ul> <b>CATERING STAFF</b> <ul style="list-style-type: none"><li>● Provide meals and snacks in restaurants and cafes</li><li>● Make sure the vending machines are stocked.</li></ul> <b>CARETAKING STAFF</b> <ul style="list-style-type: none"><li>● Keep the amusement park clean and tidy.</li></ul>
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## **SET TASK BRIEF continued**

**The premises include:**

### **MANAGEMENT OFFICE**

- **General Manager – 1 desktop computer**
- **Assistant Manager – 1 laptop**

### **GENERAL OFFICE**

- **Office Manager – 1 desktop computer**
- **Administration Assistants – 6 desktop computers**

### **FILE SERVER ROOM**

- **File server is located in this room**

### **WORKSHOP AND OFFICE**

- **Maintenance personnel – 1 desktop computer**

### **PARK ENTRANCE TICKET OFFICE**

- **Park Entrance Supervisor – 1 laptop**
- **Park Entrance Assistants – 3 EPOS terminals**

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## **SET TASK BRIEF continued**

**At present no staff use any tablet devices.**

**In the future Frisson Park is looking to improve systems by:**

- **providing an app with an interactive map to help visitors find their way around the amusement park**
  - **analysing visitor preferences for attractions to assist with future planning for the amusement park**
  - **providing accurate and up-to-date computerised health and safety records.**
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